

A CAREER IN THE RESTAURANT INDUSTRY

About the Industry

According to the National Restaurant Association, approximately one-third of the adult population in the United States has worked in the restaurant industry during some point in their lives. No doubt, Hawaii along with the rest of the nation, feels the impact of this sector especially through the economic activity generated by travel and tourism.

Establishments in this industry include: franchised nationwide restaurant chains that sell fast food to customers; full-service restaurants that offer a wider variety of food items and provide service at a much more leisurely pace than fast food outlets; and cafeterias that serve food to the general public and may operate under contract. Also included are drinking places that sell drinks, which are consumed on the premises – such as bars and nightclubs.

Employment

Statewide employment for the eating and drinking industry averaged 50,250 jobs in 2001, placing it among the state's leading sources of employment. Compared to the other major industries, eating and drinking places ranks either second or third largest in size throughout the state and the counties. It accounts for approximately 9% of the state's nonagricultural jobs. Honolulu's employment share falls slightly below the state's share of employment, comprising 8.7% of its total nonagricultural job count. Employment in both Maui County and Kauai County account for 11.8% of the total nonfarm jobs while Hawaii County accounts for the smallest percentage of workers employed in this industry, with only 7.6% of the total nonagricultural job count.

EMPLOYMENT OF THE LARGEST INDUSTRIES STATE AND COUNTIES 2001					
	State	Honolulu MSA	Hawaii County	Maui County	Kauai County
Total, All Industries	553,550	411,600	54,350	61,800	25,750
Eating & Drinking Places	50,250	35,750	4,150	7,300	3,050
Hotels	38,650	16,100	7,150	11,500	3,850
Health Services	37,150	30,000	3,100	2,500	1,550
Educational Services (State and Private)	55,300	44,900	5,050	3,550	1,750
Percent of Total Employment (Eating & Drinking Places)	9.1%	8.7%	7.6%	11.8%	11.8%

Occupations in the Industry

The vast majority, over 90 percent of the workers employed in the eating and drinking places industry, deal directly with the actual serving and preparation of food and beverage items. The 10 largest occupations within this industry are listed below.

The largest of the occupations, combined food preparation and serving workers (including fast food workers), dominates the industry, representing almost one-half of all the jobs found in eating and drinking places.

Top 10 Largest Occupations Within the Eating and Drinking Industry Ranked by 2000 OES Employment Level State of Hawaii	
Occupation Title	2000 Employment
Total, Eating and Drinking Places Industry	50,170
Combined Food Preparation & Serving Workers, Including Fast Food	23,750
Waiters and Waitresses	6,900
First-Line Supervisors/Managers of Food Preparation and Serving Workers	3,400
Cooks, Restaurant	2,550
Dishwashers	1,990
Food Preparation Workers	1,650
Food Service Managers	1,370
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	1,190
Dining Room and Cafeteria Attendants and Bartender Helpers	1,140
Bartenders	840

The wide variety of tasks performed by these workers reflects the broad range of jobs required to operate the many dining establishments throughout the state. Job duties range from supervisory to clearing and washing dishes.

One of the many workers employed in the serving area include *hosts and hostesses*. They primarily welcome diners as they arrive, escort them to their tables, provide them with the menu and may schedule reservations. Also in the serving area, *waiters and waitresses* take orders and serve food or beverage items to customers. *Bartenders* mix and serve drinks to customers either directly or through servers. *Dining room and cafeteria attendants and bartender helpers* assist the servers by clearing and setting tables, restocking food and silverware supplies in the dining area, and providing water to patrons.

Among the various kitchen staff, *restaurant cooks* often prepare an assortment of food items that may include soups, meat, vegetables, and desserts. They may also help plan the menu. Another type of kitchen worker - *food preparation workers* prepare food for cooking or serving, including the cleaning, portioning, and slicing of food items according to customers' orders or the instructions of a superior. *Dishwashers* are responsible for cleaning dishes, equipment, cooking utensils, and maintaining a clean work area.

The duties of *combined food preparation and serving workers* consolidate both the preparation of food items and the serving of food. This may include placing food and beverage orders on a tray or in takeout bags, cooking or re-heating prepared menu items, and preparing and serving hot and cold beverages or desserts.

At the supervisory level, *food service managers* plan, direct, and coordinate the activities of the establishment or food service department. This includes the handling of

personnel matters and overseeing employee-training programs. *First-line supervisors/managers of food preparation and serving workers* directly supervise and coordinate the work activities of employees engaged in preparing and serving food and beverages.

Occupational Outlook

From 1998 to 2008, the eating and drinking places industry is projected to generate 2,450 job openings annually. This includes openings created by job growth as well as replacement needs. The two largest occupations within the industry, food preparation and serving workers with 490 openings, and waiters and waitresses with 690 openings will generate the most number of openings. Together these two occupations provide nearly one-half of the total projected job openings.

Employment Outlook for Selected Occupations Within the Eating & Drinking Industry 1998 – 2008 State of Hawaii					
Occupation Title	Projected Growth		Average Annual Openings		
	Numerical	Percent	Due to Growth	Due to Separations	Total
Bartenders	-130	-7.9%	0	70	70
Cashiers	680	24.3%	70	120	190
Combined Food Preparation & Serving Workers, Including Fast Food	308	3.7%	30	460	490
Cooks, Fast Food	330	10.9%	30	80	110
Cooks, Restaurant	500	12.9%	50	100	150
Counter Attendants, Cafeteria, Food Concessions, & Coffee Shop	50	3.7%	10	100	110
Dining Room & Cafeteria Attendants & Bartender Helpers	-120	-7.8%	0	50	50
Food Preparation Workers	140	3.7%	10	210	220
Food Service Managers	210	12.5%	20	30	50
Hosts & Hostesses, Restaurant, Lounge, & Coffee Shop	160	11.7%	20	40	60
Waiters & Waitresses	1,200	11.7%	120	570	690
Total Employment, Eating and Drinking Places	4,480	9.5%	450	2,000	2,450

Expansion of the industry is expected to create approximately 4,480 jobs from 1998 to 2008. This translates to an increase of 9.5 percent over the ten-year period, slightly lower than the average growth rate of 12.9 percent for all industries statewide. Growth rates will vary among the different occupations. Waiters and waitresses will generate the largest number of jobs followed by cashiers and restaurant cooks. However, cashiers will experience the greatest percentage increase of 24.3 percent, growing 2.5 times faster than the average growth rate for the industry. At the opposite

end, bartenders along with dining room and cafeteria attendants will experience a decline in employment.

In addition to employment growth, replacement needs will also provide numerous job opportunities. Over 80 percent of the total openings will be caused by workers who retire, die, or leave the workforce. Five of these occupations – waiters and waitresses, cashiers, combined food preparation and serving workers, food preparation workers, and restaurant cooks rank among the top 20 occupations in the state with the most number of projected job openings. Though occupations such as bartenders and dining room and cafeteria workers will not experience any growth, openings will still be available due to high turnover within those occupations.

Among the counties, over two-thirds, or 69 percent of the total job openings will come from Honolulu MSA followed by Maui County with 14 percent. Hawaii County will account for 10 percent of the total openings while Kauai County will produce the least number of jobs with a 7 percent share of the total openings.

Earnings

Workers in this industry generally earn less than the statewide average annual wage of \$32,034. Only food service managers, with an annual average wage of \$38,214 earn more than the statewide average. However, tips from customers often supplement the wages earned for many occupations such as waiters and waitress, and bartenders. Other dining room and kitchen staff may also receive a portion of the tips received by the servers.

Average Wages of Selected Eating and Drinking Occupations State of Hawaii 2000		
Occupation	Hourly Earnings	Annual Wage
Total, All Occupations Statewide	\$15.40	\$32,034
Bartenders	\$12.36	\$25,708
Cashiers	\$8.75	\$18,193
Combined Food Preparation & Serving Workers, Including Fast Food	\$6.32	\$13,156
Cooks, Fast Food	\$8.61	\$17,916
Cooks, Restaurant	\$11.64	\$24,214
Counter Attendants, Cafeteria, Food Concessions & Coffee Shop	\$7.03	\$14,614
Dining Room & Cafeteria Attendants & Bartender Helpers	\$9.18	\$19,099
Food Preparation Workers	\$9.71	\$20,204
Food Service Managers	\$18.37	\$38,214
Hosts & Hostesses, Restaurant, Lounge & Coffee Shop	\$8.55	\$17,775
Waiters & Waitresses	\$8.75	\$18,198

Education

Education and training requirements vary among the occupations. Over 80 percent of the jobs in this industry require no formal training other than a high school degree. However, postsecondary education may be helpful for those seeking advancement opportunities within the industry.

Training for many of the entry-level positions generally consists of on the job training that may last for several days to a few weeks. Prior to employment, employees may wish to enroll at various food service programs offered at the community college level throughout the state. Students receive training for entry-level jobs ranging from kitchen helpers, short order cooks, waiters and waitresses, pantry workers, bartenders and baker's helpers. These programs require one semester of class work and may include courses in mathematics, sanitation and safety, cooking fundamentals, and dining room service procedures. Many start their careers at these entry-level positions and advance as they pursue further training and gain more experience.

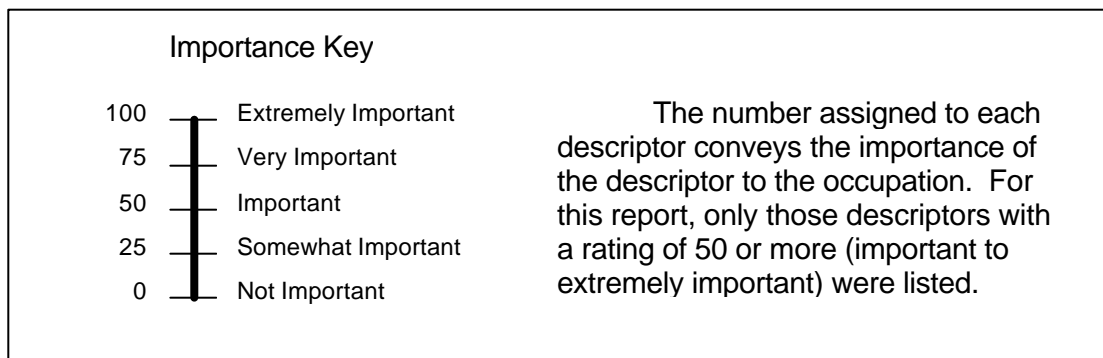
Community colleges also offer training that results in an associate degree for those interested in a career as a chef, or a pastry chef. Completion of these programs generally takes about two years. In addition to classes concentrating on the food service curriculum such as cooking, baking, hospitality management, sanitation and safety, students must also take courses in business writing, mathematics, and interpersonal communications. After completing the program, cooks and chefs may obtain certification by the American Culinary Federation following one year of work experience.

Jobs at the managerial level, such as food service managers and first-line supervisors of food preparation workers, normally require postsecondary education and work experience. Students can attend a community college or a 4-year university to receive training. Community colleges offer a 2-year program that leads to a degree in school food service. Graduates normally go on to work as food service managers in schools. In addition to food service and business classes, students must take a class in record keeping and serve an internship. Completion of a 4-year program normally results in a bachelor's degree. Some of the required classes include: accounting, business law, microcomputer applications, and human resources management. Many managers often begin at lower level positions and work their way up through promotions.

All employees in the restaurant industry must obtain a tuberculosis (TB) clearance. Most employees working in establishments that serve liquor must also register with their county's liquor commission. Requirements vary by county.

Additional Requirements

In addition to formal training, other factors may help to determine proficiency in a specific job. The three tables below contain the most important skills, abilities, and knowledge that pertain to selected jobs within the eating and drinking places industry. These occupations are among those that employ the largest number of workers within the industry.



More than half of the skills on this list fall under two categories, basic skills – which help with learning and acquiring more knowledge, and social skills – used to work with people to achieve goals. Basic skills include active listening, speaking, writing, mathematics, and monitoring. Service orientation, social perceptiveness, and coordination are classified as social skills. Three of the occupations, combined food preparation and serving workers, waiters and waitresses, and food preparation workers rely on workers with these types of skills. In addition to speaking and coordination, first-line supervisors must also have managerial and problem solving skills. Restaurant cooks have greater control over the actual preparation and quality of the food items served, therefore, their job requires technical skills such as product inspection and equipment selection.

SKILLS	Combined Food Prep Workers	Waiters & Waitresses	First-Line Supervisors	Restaurant Cooks	Food Prep Workers
Service Orientation – Actively looking for ways to help people	83	92			63
Active Listening - Listening to what other people are saying and asking questions as appropriate	83	88			63
Speaking – Talking to others to effectively convey information	75	75	75		
Writing – Communicating effectively with others in writing as indicated by the needs of the audience	58	67			
Social Perceptiveness – Being aware of others' reactions and understanding why they react the way they do	50	63			
Coordination – Adjusting actions in relation to others' actions			85		
Time Management – Managing one's own time and the time of others			85		
Management of Personnel Resources – Motivating, developing, and directing people at work, identifying the best people for the job			80		
Systems Perception – Determining when important changes have occurred in a system or are likely to occur			75		
Implementation Planning – Developing approaches for implementing an idea			75		
Equipment Selection – Determining the kind of tools and equipment needed to do a job				54	
Mathematics – Using mathematics to solve problems	54				
Product Inspection – Inspecting and evaluating the quality of products				54	
Monitoring – Assessing how well one is doing when learning or doing something				50	

Not surprisingly, because the restaurant industry focuses on customer satisfaction, customer service ranks highest among 4 out of the 5 occupations. In fact, customer and personal service receives the highest rank possible for waiters and waitresses. Combined food preparation and serving workers, and waiters and waitresses basically have similar requirements. Both require workers to understand mathematical applications as well as the English language. In addition, those employed as combined food preparation and serving workers should have knowledge of sales and marketing techniques. Requirements for first-line supervisors include knowledge of the

administrative and managerial functions necessary to successfully operate a restaurant and familiarity with policies and practices regarding personnel and human resource matters.

KNOWLEDGE	Combined Food Prep Workers	Waiters & Waitresses	First-Line Supervisors	Restaurant Cooks	Food Prep Workers
Customer & Personal Service – Knowledge of principles & processes for providing customer & personal services including needs assessment techniques, quality service standards, alternative delivery systems, & customer satisfaction evaluation techniques	88	100	65	88	83
Mathematics – Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications	58	58		54	
English Language – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar	50	54			
Administration & Management – Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.			85		
Personnel & Human Resources – Knowledge of policies and practices involved in personnel/human resource functions. This includes recruitment, selection, training, and promotion regulations and procedures; compensation and benefits packages; labor relations and negotiation strategies; and personnel information systems			65		
Sales & Marketing – Knowledge of principles and methods involved in showing, promoting, and selling products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems.	54				

Generally, the abilities required by the five occupations center on communication and physical abilities. All occupations require the ability to communicate either through oral or written communication. This includes oral comprehension, oral expression, written comprehension, speech clarity, and written expression. Communication is especially significant for first-line supervisors, accounting for five out of the six most important abilities required for the job.

The physical nature of the work performed by the other occupations also necessitates physical requirements such as manual dexterity, wrist-finger movement, arm-hand steadiness, and static strength.

ABILITIES	Combined Food Prep Workers	Waiters & Waitresses	First-Line Supervisors	Restaurant Cooks	Food Prep Workers
Manual Dexterity – The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects	67	75		71	79
Oral Comprehension – The ability to listen to & understand information & ideas presented through spoken words & sentences	63	79	70		58
Wrist-Finger Speed – The ability to make fast, simple, repeated movements of the fingers, hands, and wrists	71			71	83
Information Ordering – The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, & mathematical or logical operations	63			83	71
Memorization – The ability to remember information such as words, numbers, pictures, and procedures		75		75	58
Oral Expression – The ability to communicate information & ideas in speaking so others will understand		92	85		
Written Comprehension – The ability to read and understand information and ideas presented in writing			70	71	
Speech Clarity – The ability to speak clearly so that it is understandable to a listener		75	65		
Arm-Hand Steadiness – The ability to keep the hand and arm steady while making an arm movement or while holding the arm and hand in one position	63				67
Number Facility – The ability to add, subtract, multiply, or divide quickly and correctly	63		65		
Written Expression – The ability to communicate information and ideas in writing so others will understand			65		
Static Strength – The ability to exert maximum muscle force to lift, push, pull, or carry objects					58